

FINAL RECOMMENDATION

Recommendation of the Action Plan Team: CORE Mission

State of Issue #: 2-8

Recommendation #: R-5

Statement of Issue: Emergency service providers are delivering services that PL 93-498 (as amended) does not authorize the USFA to address.

Recommendation: Continually monitor fire service activities in order to identify emerging customer needs and promote any necessary change.

Background: The USFA addresses many issues that affect the fire communities but as stated in the background information furnished by the panel, “we-do-not-have-the-resources”. In part this derives from the fact that the USFA has been assigning resources to activities not specially addressed in the enabling legislative authority, but critically important to the USFA customers and stakeholders.

USFA already has and continues to develop a broad range of “environmental monitoring” services, sources and mechanisms. We need to continually enhance and improve the input/analysis process to better integrate the input into programs, products and services.

1. Step(s) to Achieve: During this past year USFA has focused assets in full support of its legislative authority. Areas of concern not provided in the legislative authority will be addressed through partnerships with our other federal agencies, state and local governments, private sectors, etc., in order to support the national fire services/fire protection community.
 - The below are numerous ways to address emerging customer needs:
 - routinely reading, assessing and sharing issues with staff of national and local importance,
 - conducting surveys through our web site,
 - attending many national-level conferences and committee meetings,
 - interacting with focus groups,
 - conducting BOV meetings,
 - conducting Stakeholders meetings,
 - conducting TRADE Conferences,
 - sponsoring curriculum advisory committees,
 - attending meetings with major fire service organizations,
 - surveying students and instructors, and all users of the facility

- administrating short and long term evaluations of training programs
 - Hosting lunches with students and instructors by the NFA Superintendent
 - responding to correspondence, email queries, telephone calls and personal visits,
 - conducting site visits for projects conducted in the field, i.e., juvenile firesetters workshops, NFIRS, arson, publications, etc,
 - With these options USFA can help to meet our customer needs and promote the necessary changes for better support of the fire service communities 365 days a year.
 - To help address other issues, USFA has created a partnership team to address the steps of partnering with other federal agencies, state and local governments, private sector, etc., to accomplish the requirements to address other issues affecting the fire service communities.
 - Conducting surveys of students, instructors and all users of the NETC facility to improve the services provided.
 - Information kiosks were designed and developed as a result of comments received from past students attending the NETC regarding the lack of readily available information about the facility and the local area. Ten kiosks were strategically placed in high traffic areas for students to access the NETC Intranet site.
2. Estimated Time Frame: On-going effort
 3. Estimated Cost: No additional cost to the USFA FY01 budget.
 4. Outcome: With the steps outlined above USFA will be able to achieve better customer service to our fire service communities enhancing our capability of improving the training and educational needs. Partnering with other departments and agencies, USFA will be able to address major functions of the fire service communities not addressed in the legislative authority.

Conclusion:

The Core Mission Team supports this recommendation.

Submitted by:

Action Plan Team: Core Mission

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APPROVED/Date

DISAPPROVED/Date